

Frequently Asked Questions

1. What do I do if I think I need to be seen for medical care today?

Call the appointment line, 580-213-7416. 71 MDG personnel will help you determine if you need to be seen that day, be scheduled for a routine appointment in the future, or if home-care is appropriate. For acute needs, active duty personnel on flying status are encouraged to report to Flight Medicine Clinic "Sick-Call", Monday-Friday from 7 - 9 a.m.. Flight Medicine Clinic also completes "Return to Fly" status changes, Monday-Friday 7 - 9 a.m. and 1 - 2 p.m.. For all others, care is provided by appointment only.

2. What if it's a weekend or after-hours when I think I need to be seen, but it's not an emergency?

If you are enrolled in TRICARE Prime you must call the after-hours answering service at 580-249-4471. Be prepared to give the operator the patient's name, sponsor's social security number, symptoms, a good contact number and the name of the facility where you plan to seek treatment. The referral will be placed the next duty day and forwarded to Humana Military.

3. What if I have an emergency (while the clinic is open or after it is closed)?

If it's a life or limb threatening emergency, report to the nearest emergency room (Integris Bass or St. Mary's hospital if in Enid) or call 911 - an ambulance will be dispatched. There is no emergency care at the Vance clinic.

4. If I go to the emergency room, will it be free?

For active duty and their dependents enrolled in TRICARE Prime it will be free. Retirees and their dependents enrolled in TRICARE Prime will pay \$30. For those people who did not enroll in TRICARE Prime, they will be billed according to the deductibles and co-pays of TRICARE Standard or Medicare.

5. If I am enrolled in TRICARE Prime and do not call the Primary Care Manager when receiving emergency care at any non-military facility, what do I pay?

The rules are very clear on this, if someone does not call a Primary Care Manager and their condition is determined not to be a loss of life/limb/sight threatening emergency, they will be required to pay 50% to 100% of the bill. This is true for active duty, dependents and retirees. Clearly one phone call can dramatically cut your bill. When in doubt, contact the after-hours answering service prior to going to the emergency room.

6. Who is enrolled in TRICARE Prime?

All active duty are enrolled in TRICARE Prime. Active duty dependents, retirees, and their dependents are NOT automatically enrolled in TRICARE Prime, they must physically fill out paperwork. In addition, retirees and dependents of retirees will be required to pay an enrollment fee. This paperwork can be obtained at the TRICARE Service Center located within the 71st Medical Group.

7. Who do I call if I need a routine appointment?

Please call Central Appointment at 213-7416 between 7 a.m. and 4:30 p.m. on all duty days. Central appointments now books routine appointments for members on flying status, in addition to non-rated members, dependents and retirees. Non-Prime beneficiaries are limited to space available care only.

8. What do I do if a civilian physician has seen me?

If you are active duty on FLYING/CONTROLLING STATUS, you MUST be seen back at the 71st Medical Group's Flight Medicine Clinic within one duty day of seeing a civilian provider. Please call the Flight Medicine Clinic front

desk at 580-213-7919 to schedule a same day appointment or report directly to the Flight Medicine Clinic during "Return to Fly" hours, Monday-Friday 7 - 9 a.m. and 1 -2 p.m.. **YOU ARE CONSIDERED DNIF/DNIC UNTIL RE-EVALUATED BY A FLIGHT SURGEON.** Individuals not on flying or controlling status who are seen off-base will be contacted for follow-up if required.

9. How long will I have to wait for a routine appointment?

If you are enrolled in TRICARE Prime, you should expect to be seen within seven days. If you have elected not to enroll in TRICARE Prime, you will be eligible for Space Available care only. You may want to consider joining Prime or seeking a civilian provider as Space Available care is scarce and does not promote a quality approach to health care. If you would like assistance finding a civilian physician, please contact the Beneficiary Counseling Assistance Coordinator (BCAC) at 580-213-6343 or to join TRICARE Prime call the TRICARE Service Center at 1-800-444-5445.

10. What do I do if I have concerns regarding the service I received at the clinic?

The customer service and care you receive at the clinic are very important to us. All staff members will try to help resolve your questions or concerns. If you are not satisfied with the answers you get or do not know which section to speak with, contact one of our *Patient Advocates* at 580-213-7383 or 580-213-6343.

11. If I get billed incorrectly for services provided downtown, what should I do?

If you receive a bill which is over and above what you believe is correct, please contact the TRICARE Claims Information at 1-800-403-3950 or stop by the TRICARE Service Center located inside building 810.

12. If I go downtown and the doctor's office wants me to pay in full or pay more than my benefits guarantee, what should I do?

Contact the TRICARE Operations and Patient Administration (TOPA) Flight before paying more than you feel you owe. Please make sure you know what your obligations will be before seeking care downtown. The TRICARE handbook lists the different benefits for you to reference. You can also call or visit the TRICARE Service Center (1-800-444-5445) so they can help you determine what to expect.

13. How do I determine the difference between coverage under TRICARE and under the Family Member or Retiree Dental Plans?

Sometimes confusion exists over which plan will offer benefits for care to the mouth and teeth. In such situations we ask that you contact the TOPA Flight or the TRICARE Service Center for assistance. Under TRICARE, medical care from a dentist is sometimes allowed, but will require close coordination due to local conditions. The TOPA Flight can also help with information regarding the benefits offered by the TRICARE Family Members Dental Plan and TRICARE Retiree Dental Plan. For active duty, to sign your family up for the TRICARE Family Member Dental Plan, please call 1-855-638-8371 or visit online at MetLife - <https://mybenefits.metlife.com/tricare>. For retirees, to sign yourself or your family up for the TRICARE Retiree Dental Plan, please call 1-888-838-8737 or visit online at www.ddpdelta.org